

Service Board: Community Services 2023/24 - Q1

1. Summary comments from Service Managers:

Housing Solutions – Q1: Good start to the quarter, our focus on early intervention and prevention of homelessness continues; we have launched the Alexa digital platform as another tool for users to be able to search and bid for available social housing. We are continuing to see a demand in applications for social housing and continue to see an increase in work needed to support the Homes for Ukraine project alongside work to support resettlement of other migrant pathways.

Community Partnerships & Projects – Q1: This quarter the first phase of the UKSPF project began. In June we held the first workshop with participants from the Here for Hart Working Group (extended to include town and parish council clerks). The workshop was well attended, and engagement was very good. We obtained a lot of information which contributes to the data mining phase. There have already been a number of potential quick wins identified which will be followed up next quarter. The team continue to make progress and connections across the Intergrated Care Boards, collaborating and contributing on the physical activity, obesity, food poverty and loneliness projects. Plans for Q2 include working on projects around the revived Live Longer Better initiative (with funding available from HCC), money and mental health with Citizen's Advice and working with Place with regards to the Green Grid and opportunities to promote its use in increasing physical activity. The Homes for Ukraine team continue to successfully place people into private rentals with 8 moves this quarter.

Private Sector Housing – Q1: A very busy first quarter for the new team who have settled in well and hit the ground running. A total of 31 DFG's and Prevention Grants completed which is over a third of our annual target, with a similar amount of the yearly budget spent. In addition, caseworkers have continued to assist clients who have paid for works privately and assisted clients with claiming disability benefits and similar. The team have also been working with the Greater South East Net Zero Hub in securing the next round of energy efficiency grant funding, known as HUG (Home Upgrade Grant) 2 as well as attending the Council's climate change officers working group.

Strategy & Development – Q1: This quarter has been busy with continuing to work on the LAHF scheme (homes for refugees), completing Government returns and monitoring information, working on the legal agreement with VIVID, a Local Lettings Plan and a process to be used internally to allocate the homes. The work on Rural Exception Sites with 4 Parish Councils continues and the sites are making good progress and are moving forward but these are always slow sites to bring forward due to the complex and unique nature of them. In addition, the team visited a new older person's housing scheme to meet the Housing Association (Anchor) and to see at first hand the quality of the homes and the scheme overall. Our regular meetings with our housing associations operating in the district continued, helping to keep good working links between us and provides us with useful insights into the housing market, developments and appetite for affordable housing locally and in Hampshire. On the 12th June we hosted the first Low-Cost Home Ownership event Hart has had for over 3 years due to the pandemic. The turnout was amazing and 163 people came to talk to the exhibitors.

Safer Communities – Q1: This quarter sees our first full quarter with Safer Runnymede as our new CCTV monitoring service and whilst we had a few issues early on to iron out regarding the Out of Hours service provision, that they are also supporting us with, we have seen a relatively smooth transition. 115 incidents have been logged which range from observations of suspicious behaviour to responses to Police call outs and monitoring of individuals/vehicles through the cameras available. Community Safety have continued to be impacted by reduced resource due to long term sickness but have still managed to process 222 reports with 155 being notified by Police and 67 received directly with an outcome of 13 early interventions and 2 early-stage enforcements actioned. The team have also attended 1 Community Engagement event and delivered the Stay Safe programme to 260 Year 9 students at Robert Mays School over 3 days. Parking have seen a significant increase in PCN income from our car parks since the return of the On Street parking service to county and are in the early stages of trialling a new touchscreen ticket machine.

Environmental Promotion – Q1: Good start to the year with all the International Green Flag awards being retained and an extra two being secured at Edenbrook and Hartland Park. We have started the weekend duties at our more popular sites, and we have more corporate volunteer groups booked in for the coming next few weeks. This will be evidenced in next month's monitoring. Fly tipping continues to be on the rise with 707 cases being removed this quarter. Most are large incidents or need specialist removal. We are currently working with our colleagues in Place to look at how we can improve this trend. New electric vehicles are now procured and being used by countryside and parking. No Mow May was implemented in 23 areas across the district we will review this and our current wildflower planting scheme to see how we can improve in the following years.

2. Projects and actions

The table below sets out the service priorities for 2023/24, over and above day to day service delivery with progress in Q1 detailed in the final column.

	Project / action	Expected Outcomes	Target Completion Date	Q1 Progress
1	Development of revised Supporting Communities Plan for 2023-2025	Plan developed with Here for Hart colleagues and published	September 2023	Data starting to be collated from the UKSPF project and E&D profile data which will form a basis for the plan
2	Delivery of the Supporting Communities Plan via the Here for Hart programme	Delivery against action plan set out in Supporting Communities Plan 2023-2025	March 2024 and ongoing	Hypertension, Physical Activity and Mental Health Working group key members along with the Local Children's Partnership. Actions and initiatives have been embedded in the Here for Hart strategy.
3	Monitoring and reporting on the funded Service Level Agreements (SLA's) with key agencies	Delivery against set outcomes and value for money achieved via SLA's: <ul style="list-style-type: none"> • Citizens Advice, • Hart Voluntary Action, • Fleet Phoenix, • Inclusion Hampshire 	March 2024	Q1 KPI reports due end of June. Partners booked in to deliver presentations at O&S

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4	Delivering the Refugee Workstream	<p>Delivering the LAHF homes</p> <p>Prevention of homelessness due to breakdown in hosting arrangements</p>	<p>November 2023</p> <p>March 2024</p>	<p>5 newbuild properties have been secured by VIVID. These should be completed by November 2023.</p> <p>Work continues to secure the remaining 4 homes to complete the LAHF programme.</p>
5	Delivery of the Armed Forces Covenant Duty	<p>Delivery of activities in line with Armed Forces Covenant Duty</p> <p>Deliver Health & Wellbeing events at Bases and in community locations.</p> <p>Support veterans and armed forces families with employment signposting</p> <p>Gain Silver 'Employer Recognition Award'</p>	<p>March 2024</p>	<p>Engagement with the Armed Forces remains high with a new Armed Forces Officer and Armed Forces Champion. Events attended include 4 Meet and Greets, 2 Health Fairs and 2 Armed Forces official parades to celebrate Armed Forces Day.</p>
6	Contribute to the delivery of the North Hampshire Community Safety Partnership (CSP) Partnership Plan	<p>Delivery of initiatives in support of key objectives of the CSP Plan</p> <p>Promotion of crime prevention and safety initiatives through project work</p> <p>Joint work with the Police on ABC's and CPN's</p>	<p>March 2024</p>	<p>Delivery of Stay Safe to 260 Year 9 students at Robert Mays School over 3 days.</p> <p>Attended Over 55s Forum in Fleet Library to promote Community Safety and provide information to those attending around personal and home security as well as around ASB.</p> <p>1 Formal ASB Warning letter has been issued jointly with Police and 2 CPN Warning Letters have been issued.</p>

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7	Review Allocations Policy	<p>Full review of allocations Policy to ensure compliance with all new legislation</p> <p>Take revised Policy (if change is needed) to Cabinet for approval</p>	March 2024	<p>Minor change to the allocations agreement and the attached document has been placed on the website Hart-Allocations-Policy-(as-amended-June23).docx (live.com) to incorporate a change to the bedroom standard. It has been amended to allow 5 person households to bid on 3-bedroom properties where the household is made up of 1 adult and 4 children to relieve some pressure from those waiting for 4-bedroom accommodation. Initial review meeting booked in for Q2</p>
8	Review Homelessness Out of Hours Provision	<p>Homelessness Out of Office Hours or due Office Closure is reportable and actioned</p> <p>Fair remuneration for staff involved in delivering the out of hours service</p> <p>Good value for money service in place</p>	September 2023	<p>Review complete and agreed by CEx waiting for implementation date from HR.</p>

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9	Ensure we have an active private rented sector, engaging with landlords and hosting landlord events. Delivery of landlord support and tenancy sustainment services	Annual landlord event and bi-annual landlord newsletter	March 2024 and onwards	We remain actively engaged with our landlords and have booked in the next Landlord event on the 13 th September 2023 to follow on from our successful forum last quarter.
10	Produce an Annual Community Services Update	Publication of an annual update and associated promotion / communication on key outputs	July 2023	Completed and published June 2023.
11	Establish processes and documentation for First Homes	Setting up a system to process and monitor first homes in the district	March 2024	Initial work commenced but paused due to more urgent priorities for the time being. No sites with First Homes yet.
12	Review the requirements for and establish a new vehicle for recording shared ownership	Review options for the recording of shared ownership need and demand following the closure of the Government agency. Set up a system to record and advertise shared ownership properties for sale within the district.	December 2023	Initial work commenced and an IT system has been reviewed. At present, we believe that there may be enough information provided by each housing association to provide the Council with sufficient housing needs data on shared ownership need and sales without the need for a bespoke IT module. Will be kept under review

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				as this settles down and new ideas and ways of working emerge. In the sector.
13	Delivery of Disabled Facility Grant service	<p>Enabling residents to remain in independent living accommodation (80 DFGs per year)</p> <p>Provision of discretionary Prevention Grants, focused on providing quick solutions to those in urgent need</p> <p>Promotion of prevention grants</p>	March 2024	A busy start to the year with 26 DFG's completed representing over a third of the annual target and budget spend.
14	Review private sector renewal policy in relation to DFG recharges and homeowner loan provision	<p>Benchmark against best practice</p> <p>Explore opportunities for increasing return</p>	March 2024	On-going. The decision has been made to end homeowner loan provision from April 2024 due to low uptake and savings made.
15	Support the delivery of the climate change action plan	Participate in the officer working group	March 2024	On-going
16	Identify biodiversity and climate change offsetting opportunities	Submit a costed plan to Cabinet for the delivery of offsetting "pilot" projects on the ground	August 2024	All site visits undertaken, and 1 st "pilot" project being costed

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		Submit to Cabinet for approval of the “model” for project and financial delivery	January 2024	This is being developed currently
		Deliver “Phase 2” of the offsetting model	March 2024	Not started as we are undertaking the earlier stages above
		Complete the delivery of “pilot” projects (delivery of the physical works on site)	Sep 2024 to March 2026	Long-term project associated with the previous stages
17	Tree Strategy	Produce a Tree Strategy that will benefit sustainability, global warming, carbon and biodiversity	March 2024	Going to tender this month
		Complete a Tree Planting project as an example of good practice and to support biodiversity and carbon offsetting strategy	March 2024 to 2025	Being considered over two project areas to cover biodiversity and carbon off setting. Design approved this FY and implemented the following
18	Reduce Operational Carbon Emissions	Instal electric vehicle (EV) charging points at Civic Offices	March 2023	Completed
19	Green Grid Strategy	Production of Local Walking and Cycling Strategy	September 2023	Final public consultation being held
		Identify opportunities for Green Networks in Hart with key partners	July 2023	Met with key partners (awaiting strategy approval)
		Stakeholder consultation, Completion of Strategy and Cabinet approval.	June 2024	Subject to approval (delayed)

	Project / action	Expected Outcomes	Target Completion Date	Q1 Progress
		Identification of "Phase 2" Green Corridor with costed plan	September 2024	Subject to approval (delayed)
20	Delivery of Hart Green Grid East	Installation of signage through to Hartland Park.	September 2023	St Edward have been passed the designs and will install this FY
		Working with HCC and St Edwards on provision of temporary crossing of Bramshot Lane	September 2023	St Edwards looking to complete this FY.
		HCC to develop: A3013 Cove Road crossing; Southwood Lane, cattle grid bypass improvements; pavement and drainage improvements	September 2024	Preliminaries in progress. Consents are being gained from landowners and we expect these works to start October – November but we have to complete these works before we can firm up dates for the commencement on works
21	Delivery of (Phase 2) Ecological Mitigation works at Fleet Pond	Approve updated project plan with proposed financial strategy	May 2023	Updated on time
		Tender Phase 2 to develop a costed strategy for approval	June 2023	Going out early July
		Costed Strategy Completed Draft Presented to O&S Cabinet approval	Feb 2024 Mar 2024 Apr 2024	Will be delivered after costed strategy

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22	Delivery of agreed works at Edenbrook Country Park	Review and agree programme for delivery of works	March 2024	PID is being reviewed and tender document is being drawn up
23	SANGs Adoption	Progress adoptions at the following sites: <ul style="list-style-type: none"> • Moulsham Lane • Poulters Meadow • Hawley Park Farm • Edenbrook extension (Grove Farm) 	March 2024 and ongoing	Moving forward with Legal in Hawley. Moulsham Lane is now going into 1 year maintenance. Grove farm and area 3 in Edenbrook are being transferred soon
24	Review of concession opportunities	Agree new strategy for delivery at Project Board	July 2023	There will only now be a low-key approach to this. Tenders will be submitted for small concessionary facilities.
		Concessions to be operational	March 2024	Developing licence agreements and producing the material in preparation for planning application
25	Closed Cemeteries	Minimum standard of maintenance that is Biodiversity and Carbon Friendly	July 2023	We have agreed a proposed standard <ul style="list-style-type: none"> • Long grass cut twice a year • Hedges cut once year. • Paths strimmed once a month • Headstones checked on rotation every 5 years However, two of 4 have volunteer activity now to keep them maintained.
		Legal process to hand areas over to Parishes considered with options	July 2023	Legal has considered this and we are not able to hand over the responsibility. Considered closed

	Project / action	Expected Outcomes	Target Completion Date	Q1 Progress
26	Countryside Vision	Aspirations and priorities for the future of the countryside service to deliver the best service possible to our customers and to enhance and protect biodiversity	Nov 2023	Draft underway
27	Grounds & Street Care Audit	Mapping Grounds Maintenance areas to develop a schedule of rates with consideration biodiversity and carbon footprint considered	August 2023 March 24	Suggesting a reprioritising of this as its talking longer than expected. We currently have land ownership details that need clarification and need to add this as a target
		Investigate options in the delivery of contracted services for consideration	August 2024	Not started
		Investigate options of carbon friendly fuels and electrification of vehicles and equipment.	March 2024	Not Started
		Investigate a digital recording system for trees and site H&S	June 2023	Have located an app that is available for our phones and tablets
28	Countryside Policy review	Review all Polices relating to open spaces and ecology and identify any gaps. Proposals for filling gaps in policy will be prioritised and brought to Project Board for approval	March 2023 to 2025	On going

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29	Car Park Maintenance	Develop and implement car park planned maintenance programme	September 2023	With Havant Borough Council awaiting report from their engineer which will indicate the scope of works required.
30	Litter Enforcement	Investigate viability of bringing Litter Enforcement service inhouse and produce options paper for consideration Consider options for enhancing fly tipping prevention and enforcement	November 2023	Early discussions with EHDC underway
31	Review of CCTV	Following the transfer of the service to Runnymede, a review of camera provision across the district, including placement, quality and support of parish council CCTV	November 2023	Terms of reference currently being drawn up and review process in terms of feedback from service users i.e. Police being sought.

3. Performance indicators and targets

KPI	Description	Annual Target	Q1 Figures
1	Number of Households given advice to across the quarter	<i>INFO ONLY</i>	197
2	Number of households prevented or relived from becoming homeless	<i>50% of all formal presentations</i>	9
3	Number of families in B&B for more than 6 weeks	<i>zero</i>	0
4	Number housed in to the PRS (cumulative)	30	13
5	Number of gross affordable homes delivered (cumulative)	100	24
6	% Disabled Facilities Grant spent against budget	100%	35%
7	No. of DFGs and Prevention Grants completed	80	31
8	Community Trigger reviews to be carried out	1	1
9	Community Events attended to promote service accessibility, across Community	6	4
10	Number of "Green Flags Awards" held	4	5
11	% Countryside major sites with current Management Plan	90%	60% as at Q1

12	Number of Service requests for Grounds and Street Cleansing Services	1800	895 currently (725 requests are fly-tipping)
13	Provide system resilience levels of above 98% per calendar year for the CCTV control room system. The measurements will be hourly downtime as a % over 365 days	0	The CCTV control room has had zero system downtime – replacement cameras needed are due to be installed in next Quarter.
14	To provide monthly reports, to include the following: <ul style="list-style-type: none"> breakdown of incidents per camera camera faults identified 	115 17	
15	Report requests for footage, by whom and in what locations		1 Licensing – Fleet Road, Fleet

4. Quarter One: Key Challenges and Achievements

Challenges

- Community Partnerships team down one member of staff with workload increasing due to the UKSPF project.
- Securing suitable properties for the LAHF programme and having all of the systems in place to administer and allocate these homes.
- Volume of fly tipping requests is on the increase
- It is proving to be difficult to locate suitable grazing options for our Nature Reserves. Options appraisal will need to be completed for the coming year for implementation within the following financial year

Key achievements

- Ensuring engagement with the Armed Forces remains stable despite the very active Armed Forces Covenant Officer leaving in May
- Joint working with the Housing Team to secure rented accommodation for 8 Ukrainian guests.
- Delivery of the UKSPF Workshop and moving the project forward, without additional resources
- Annual report completed and shared, and promoted via social media
- Organised and ran the Low-Cost Home Ownership event with a huge turnout from the public.
- Increased digital inclusion with access to the Choice Based lettings scheme via Alexa, launched in May
- Green Flag - 5 Green Flags awarded this year, with 2 new sites being included for the first time
- Completion of the Countryside Restructure is now complete, and We are now “Environmental Promotion”
- Electric vehicles for Countryside and Parking now in Service
- New Environmental Projects Development Officer has joined the Environmental Promotions Team and a new Apprentice Trees and Woodlands Ranger starting on the 10th of July
- The first full year of Park Run has been completed in Edenbrook

Looking forward to Quarter Two 2023/24: Key Deliverables

- Start work on the potential ‘quick win’ projects that were identified from the data obtained through the UKSPF Workshop
- Working towards successful grant bids for the obesity project and physical activity.
- Continuing to progress the LAHF project and securing a further 4 homes
- Start work on reviewing the housing allocations policy

- Continuing with our digital inclusion and going live with a Mobile App for applying for housing and choice-based lettings
- Tenders will be released for Tree Strategy, Fleet Pond Environmental Enhancements and the Active Area at Edenbrook
- Construction of a new play area at Whitewater Meadows starting.

5. Risk Assessment – Key risk is identified below

A detailed service risk assessment has been completed and is reviewed on a quarterly basis . This helps inform the Hart District Council Corporate Risk Register which is reported to Overview & Scrutiny Committee on a quarterly basis.

Top 3 risks from Corporate Risk Register

Description	Residual rating	Impact	Source of Risk	Controls in place
Loss of MHCLG Homelessness Grant. HPG is secure till 2025 but unknown after that	9	Loss of income to deliver homelessness prevention services and fund emergency accommodation. Negative financial impact on budgets	Changes in government policy	Key staff are on establishment Some EMR to provide a buffer.
Changes to planning law resulting in loss of Sec106 sites and increased workload for staff	6	Loss of affordable homes delivery - longer housing waiting lists. No new burdens funding currently so additional work having to be accommodated within existing resources.		First Homes policy is starting to result in new applications proposing First Homes.
Failure to recover rent bond money	4	Financial liability	Changes to housing market / poverty of tenants who cannot pay. Cost of living crisis.	Rent Bond Officer in post to assist in debt management. Use of DHP to assist financial hardship Use of Household Support Grant to assist residents.